

CHAPTER 4

ARTICLE 43

Handheld Computing Devices

May 26, 2006

48050.1 Policy

It is the policy of the California Department of Corrections and Rehabilitation (CDCR) to utilize handheld computing devices, such as BlackBerries and Treos, in a manner that is safe, efficient, and cost-effective. BlackBerries and Treos are handheld devices that operate as a cellular telephone, Personal Digital Assistant (PDA), and allow Internet/e-mail capability.

48050.2 Purpose

The purpose of this policy is to ensure that use of handheld computing devices complies with approved information security practices, does not endanger the users or the safety of the facilities within the department, and that the devices are procured in the most cost effective manner in keeping with the Departments Desktop and Mobile Computing Policy.

48050.3 Definitions

Computer Security

The technological safeguards and managerial procedures that can be applied to computer hardware, programs, data, and facilities to ensure the availability, integrity, and confidentiality of computer-based resources.

E-mail

Written communication transmitted electronically using computers or handheld computing devices connected to the network(s) or via wireless transmission, such as BlackBerries.

Handheld Computer

Synonym for PDA.

Information Assets

Any documents, electronic files, or records that contain or are used to process, manage, or store information necessary to the operation of the CDCR.

Information Security

The protection of automated information against unauthorized access (accidental or intentional), modification, destruction, or disclosure.

Personal Digital Assistant (PDA)

Palm-sized computer that can sync with a workstation and allow the user to refer to information on the workstation without having to print it. Schedules, e-mails, documents, and spreadsheets, as well as dictionaries and phone lists, can be stored and accessed as needed.

Risk

In the context of information systems, the likelihood or probability that a loss of information assets or ~~breachbreachbreach~~ of security will occur.

Wireless

Communications transmitted without wires, such as radio, microwave, or infrared.

48050.4 Responsibilities

It is the responsibility of the Wardens, Superintendents, Associate Directors, Assistant Secretaries, and Regional Administrators and their designees to approve the purchase for the handheld devices using the process outlined in Department Operations Manual (DOM), Chapter 4, Article 41, Section 48010.1. The CDC Form 1855 will be utilized to document a brief summary of the request, the justification of need, the amount of support needed to maintain the device, and the necessary approval signatures. Approval documentation shall be forwarded to the Desktop and Mobile

Equipment Coordinator, Enterprise Information Systems (EIS), for final processing.

Each Division Director is responsible for reviewing the monthly usage statements to ensure employees are not exceeding the allocated minutes under the terms of the contract in accordance with DOM Chapter 1, Article 12, and the relevant sections of the Youth Authority Manual (YAM).

It is the responsibility of the Chief Information Officer, Office of Information Technology, to maintain a user's guide that would outline the purpose, features, and associated costs for handheld devices. This document, named "A Practical Guide to Handheld Computing Devices," will be available via the Department's intranet site. The user guide will be updated at a minimum of every six months or as needed.

It is the responsibility of the Information Security Officer (ISO) to oversee Department policy and procedures to protect its information assets, including confidential and sensitive information, e-mails, and documents found on handheld computing devices. The ISO will develop a risk assessment and mitigation program.

Additionally, there is a responsibility by all persons using handheld devices to do so in a manner consistent with the information security practices outlined in DOM Chapter 4, Article 45, and the relevant sections of the YAM.

48050.5 Authorized Use

Handheld computing devices, such as BlackBerries and Treos, will be issued using the same guidelines outlined in the DOM for cellular telephones, as set forth in DOM Chapter 1, Article 12, Section 12070.18. Such devices will also be issued and managed in accordance with any applicable sections of the YAM.

The following staff is authorized to use Handheld Computing Devices:

- Any personnel required to be available to the Governor's office on an as-needed and immediate basis, via email, including but not limited to:
 - Secretary
 - Undersecretary
 - Chief Deputy Secretaries
 - General Counsel
 - Legislative Liaison
 - Office of Public and Employee Communication
- Any person designated by the CDCR Secretary or Undersecretary as being required to be available on an as needed and immediate basis, via email, including but not limited to:
 - Division Directors and Executive Staff
 - Assistant Secretaries
 - Wardens
 - Chief Deputy Wardens
 - Chief Deputy General Counsel
 - Health Care Managers
 - Director, Juvenile Facilities
 - Assistant Director, Juvenile Facilities
 - Assistant General Counsels
 - Superintendents
 - Regional Parole Administrators
 - Deputy Regional Administrators
- Any personnel required to be remote to their home office on a regular or extended period (typically greater than 50% of each day) and requiring e-mail to do their job, including but not limited to:
 - Information Technology support staff

- Auditors
- Staff Counsels

48050.7 Revisions

The Chief, EIS, or designee, shall be responsible for ensuring that the contents of this Article are kept current and accurate.

48050.8 References

DOM §§ 12070, 48010, and 49020.

YAM.